

## EAST Search History

## EAST Search History (Prior Art)

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	4853	content near5 feedback	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 18:49
L2	1	content near5 feedback near5 ticket	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 18:50
L3	0	("2004/0249786").URPN.	USPAT	OR	ON	2010/02/11 18:50
L4	2	content near5 feedback with ticket	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 18:51
L5	60	content near5 feedback with tracking	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 18:51
L6	3	content near5 feedback with tracking same rout\$4	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 18:52
L7	6	content near5 feedback with tracking same process \$4	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 18:53
L8	2	"5895450".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 19:04

L9	12	generating near2 ticket near2 message	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 19:12
L10	2	"6865268".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 19:28
L11	2	"20020188688"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2010/02/11 19:40
S1	5	"701085".ap.	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2008/04/26 13:19
S2	0	("2004/0249786").URPN.	USPAT	OR	ON	2008/04/26 13:20
S3	2878	(dabney-m\$ hill-d\$ trujillo-l \$ washington-m\$ lee-r\$ jennings-\$ feola-c\$).in.	USPAT	OR	ON	2008/04/26 13:26
S4	3	belo.as.	USPAT	OR	ON	2008/04/26 13:26
S5	1	(mass with audience with analysis)	USPAT	OR	ON	2008/04/26 13:28
S6	4465	(dabney-m\$ hill-d\$ trujillo-l \$ washington-m\$ lee-r\$ jennings-\$ feola-c\$).in.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:28
S7	21	belo.as.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:29
S8	448	electronic with content\$ with management	USPAT	OR	ON	2008/04/26 13:29
S9	2	("2002/0059397").URPN.	USPAT	OR	ON	2008/04/26 13:30
S10	2126	electronic with content\$ with management	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:31
S11	2	(mass with audience with analysis)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:31
S12	1	S10 and S6	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:32

S13	434	(survey\$ poll\$ questionnaire\$) and S10	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:35
S14	1137	content with access\$4 with activity	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:35
S15	85	webform	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:35
S16	64	(helpdesk or (help near2 desk)) with (trouble or work) with ticket	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:36
S17	1	S15 and S13	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:37
S18	0	S15 and S16	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:37
S19	1	S15 and S10	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:37
S20	0	S16 and S13	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:37
S21	19401	feedback near3 form	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:38
S22	1	S21 and S15	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:38
S23	0	S21 and S16	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:38
S24	22	S21 and S13	US-PGPUB; USPAT; EPO; JPO	OR	ON	2008/04/26 13:39
S25	111	("4674043"   "4937863"   "5023907"   "5537314"   "5579222"   "5615312"   "5710887"   "5740549"   "5745681"   "5752238"   "5765142"   "5799151"   "5819092"   "5826242"   "5848396"   "5873069"   "5890137"   "6014638"   "6236990").PN. OR ("6519571").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 13:40

S26	24	("4674043"   "4937863"   "5023907"   "5579222"   "5615312"   "5710887"   "5740549"   "5745681"   "5752238"   "5799151"   "5819092"   "5826242"   "5848396"   "5873069"   "5890137"   "5958012"   "5963939"   "6249769"). PN. OR ("7165041").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 13:44
S27	0	("2005/0149549").URPN.	USPAT	OR	ON	2008/04/26 13:45
S28	426	("4659314"   "4718106"   "4930011"   "5260778"   "5446891"   "5446919"   "5504675"   "5515098"   "5636346").PN. OR ("5848396").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 13:51
S29	17	("3534358"   "3618059"   "3891980"   "4112926"   "4157540").PN. OR ("4659314").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 13:59
S30	5	((on adj line) or internet) with (survey or poll) with reader	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2008/04/26 14:02
S31	22	("5180309"   "5893098"   "5950172"   "5950213"). PN. OR ("6175833").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 14:22
S32	14	("5495412"   "5793365"   "5895450"   "5904485"   "5933811"   "6009410"   "6029195"   "6112189"   "6131085"   "6175833"   "6247047"   "6308202"   "6330551"   "6571234"). PN. OR ("7251607").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 14:27
S33	28	("5495412").PN. OR ("5895450").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 14:28
S34	33	(on-line or (on adj line) or online or web) with (trouble near2 shoot or troubleshooting) with technical	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 14:50
S35	13	("5625818" "5819271" "5852435" "5862325" "5864871" "5892909" "5905981" "5937418" "6044205" "6088702" "6141007" "6148330" "6199082").pn.	US-PGPUB; USPAT; USOCR	OR	ON	2008/04/26 14:59
S36	2	"6643663".pn.	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2008/07/07 14:13

S37	26	("5819271"   "5852435"   "5862325"   "5864871"   "5892909"   "5905981"   "5937418"   "6044205"   "6088702"   "6141007"   "6148330"   "6199082"). PN. OR ("6643663").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/07/07 14:14
S38	2968	(customer near2 relationship near2 management) and (feedback or response)	US-PGPUB; USPAT; USOCR	OR	ON	2008/07/07 15:04
S39	37	("5819271"   "5852435"   "5862325"   "5864871"   "5892909"   "5905981"   "5937418"   "6044205"   "6088702"   "6141007"   "6148330"   "6199082"). PN. OR ("6643663").URPN.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/07 15:06
S40	430	(customer near2 relationship near2 management) same (feedback or response or commit or complaint)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/07 15:06
S41	157	(customer near2 relationship near2 management) same (feedback or response or commentt or complaint) and (escalation or routing)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/07 15:49
S42	94	(customer near2 relationship near2 management) same (feedback or response or commentt or complaint) and (escalation or routing) and tracking	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/07 15:51
S43	94	(customer near2 relationship near2 management) same (feedback or response or commentt or complaint) and (escalation or routing) and tracking and number	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/07 15:51
S44	52	(customer near2 relationship near2 management) same (feedback or response or commentt or complaint) and (escalation or routing) and (tracking same number)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/08 14:18

S45	1362	(customer or consumer) with (feedback or response or comment or complaint) and (help or trouble\$) with (center or desk)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/08 15:44
S46	211	(customer or consumer) with (feedback or response or comment or complaint) same (help or trouble\$) with (center or desk)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/08 15:46
S47	94	(customer or consumer) with (feedback or response or comment or complaint) same (help or trouble\$) with (center or desk) and tracking	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/08 15:46
S48	19	(customer or consumer) with (feedback or response or comment or complaint) same (help or trouble\$) with (center or desk) and escalation	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/08 15:51
S49	0	("2004/0249786").URPN.	USPAT	OR	ON	2008/07/08 16:15
S50	1	("2004/0260947").URPN.	USPAT	OR	ON	2008/07/08 16:17
S51	1	("2005/0193055").URPN.	USPAT	OR	ON	2008/07/08 16:34
S52	0	"2003011519"	USPAT	OR	ON	2008/07/08 16:35
S53	5	"2003011519"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/08 16:35
S54	2	"20030115191"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/08 16:36
S55	9	("2003/0115191").URPN.	USPAT	OR	ON	2008/07/08 16:36
S56	0	"5991737.pn"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/11 16:03

S57	2	"5991737".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/11 16:03
S58	6	"1627280"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/11 16:12
S59	1	2005-029225.NRAN.	DERWENT	OR	ON	2008/07/11 16:13
S60	4	"2004104734"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/11 16:14
S61	2	"6643663".pn.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/23 13:06
S62	22	feedback with escalation	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/23 14:10
S63	11	("5355445"   "6012152"   "6064971"   "6085335"   "6292830").PN. OR ("6560589").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/07/23 14:20
S64	2	(data near2 island).as.	US-PGPUB; USPAT; USOCR	OR	ON	2008/07/23 14:32
S65	0	forward with feedback with website	US-PGPUB; USPAT; USOCR	OR	ON	2008/07/23 17:45
S66	2	forward with feedback with website	US-PGPUB; USPAT; USOCR	OR	ON	2008/07/23 17:45
S67	35	(track\$4 with (consumer or customer) with access \$4) same feedback	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 11:58

S68	0	(track\$4 with (consumer or customer) with view\$4 with web) same feedback	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 12:11
S69	26	(track\$4 with (consumer or customer) with web) same feedback	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 12:12
S70	24	S69 not S67	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 12:12
S71	0	(track\$4 with (consumer or customer) with assecc \$4 with web)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 12:27
S72	191	(track\$4 with (consumer or customer) with access \$4 with web)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 12:28
S73	9	(track\$4 with (consumer or customer) with access \$4 with web) with cookie	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 12:29
S74	550	((tracking or trouble or service) near2 (ticket or number)) same (open\$3 or clos\$4) and feedback	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 13:24
S75	403	((tracking or trouble or service) near2 (ticket or number)) same (open\$3 or clos\$4) and feedback and assigned	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2008/07/24 13:26
S76	262	(feedback near3 (message survey poll)) same (escalat \$5 increas\$4 accelerat\$5)	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:00



S77	23	((feedback near3 (message survey poll)) same (escalat\$5 increas\$4 accelerat\$5) and "705".clas.	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:01
S78	327	((complaint satisfaction dissatisfaction grievance feedback) near3 (message survey poll)) same (escalat\$5 increas\$4 accelerat\$5)	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:05
S79	32	((complaint satisfaction dissatisfaction grievance feedback) near3 (message survey poll)) same (escalat\$5 increas\$4 accelerat\$5) same (rout\$5 path\$5 circuit)	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:06
S80	0	("2004/0249786").URPN.	USPAT	OR	ON	2009/05/18 18:10
S81	119	((complaint satisfaction dissatisfaction grievance feedback) near3 (message survey poll)) same (escalat\$5 increas\$4 accelerat\$5) same (consumer customer user prosumer buyer shopper purchaser client patron )	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:18
S82	14	((complaint satisfaction dissatisfaction grievance feedback) near3 (message survey poll)) same (escalat\$5 increas\$4 accelerat\$5) same (consumer customer user prosumer buyer shopper purchaser client patron ) and ((origina\$7 initiat\$ parent ) with (website communicat\$5 webpage ))	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:21
S83	0	"6643663pn."	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:28
S84	2	"6643663".pn.	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:28
S85	31	("5819271"   "5852435"   "5862325"   "5864871"   "5892909"   "5905981"   "5937418"   "6044205"   "6088702"   "6141007"   "6148330"   "6199082").PN. OR ("6643663").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2009/05/18 18:28

S86	104	((complaint satisfaction dissatisfaction grievance feedback) near3 (message survey poll)) same (escalat \$5 increas\$4 accelarat\$5) same (consumer customer user prosumer buyer shopper purchaser client patron ) and (media newsprint hotel corporation computer )	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:55
S87	73	S86 not (S77 S79 S82 S85)	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/18 18:56
S88	31	("4648062"   "4789962"   "5029113"   "5122972"   "5287448"   "5377319"   "5436637"   "5513308"). PN. OR ("5736984").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2009/05/18 19:03
S89	7	cosmocom.as.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/19 17:18
S90	0	escalat\$5 and cosmocom.as.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/19 17:48
S91	0	ticket and cosmocom.as.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/19 17:48
S92	2	"2005504805"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/19 18:31
S93	15937	((jpmorgan or (j adj p adj morgan) or belo).as.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:30

S94	5895	content near2 management near3 system	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:30
S95	37585	(user consumer customer) near3 feedback	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:31
S96	0	S93 and S94 and S95	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:31
S97	7	S93 and S94	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:31
S98	3	S93 and S95	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:31
S99	2	escalation near3 message near9 content	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:46
S100	25	"2576791"	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:48
S101	5	escalat\$4 near3 message near9 content	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:48

S102	10	escalat\$4 near9 (ticket message email) near9 content	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 13:49
S103	0	storing information feedback message electronic database	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	WITH	ON	2009/05/21 15:41
S104	1	stor\$ information feedback message electronic database	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	WITH	ON	2009/05/21 15:41
S105	1	stor\$ near10 information near8 message near4 electronic near4 database near4 feedback	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 15:44
S106	122	stor\$ near10 information near8 message near4 electronic near4 database	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 15:44
S107	45	stor\$ near4 information near4 message near4 electronic near4 database	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 15:44
S108	7	stor\$ near4 information near4 message near4 electronic near4 database and (poll feedback survey)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 15:53
S109	4	("2002/0184319").URPN.	USPAT	OR	ON	2009/05/21 15:54
S110	0	stor\$ near4 (poll feedback survey) near4 message near4 electronic near4 database	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 15:55

S111	16	stor\$ near4 (poll feedback survey) near4 message near4 database	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 15:56
S112	16	stor\$ near4 (poll feedback survey) near4 (response message) near4 database	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 15:59
S113	120	stor\$ near4 (poll feedback survey) near4 (response message) near4 database	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/05/21 15:59
S114	2	"5895450".pn.	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/21 16:01
S115	2	"20030151632"	US-PGPUB; USPAT; EPO; DERWENT	OR	ON	2009/05/25 16:31

**EAST Search History (Interference)**

&lt; This search history is empty &gt;

**2/ 11/ 2010 7:49:17 PM****H:\ EAST\ Workspaces 2\ 10701085.wsp**